

Remote Installation Services

Quintum Technologies' Remote Installation Service provides those customers with some in-house technical resources phone support for installation of the Quintum products. This service is available for all Quintum products.

Product Availability:

- ◆ Tenor Analog units (AF Series, AS Series & AX Series).
- ◆ Tenor Digital units (DX Series, BX Series, Gatekeepers & Call Relays).
- ◆ Tenor Call Relay, Call Relay SP & Call Routing Server
- ◆ CMS 240 and CMS 960

Hours of availability:

Remote Installation Services are available Monday through Friday at any time except Quintum holidays. Weekend remote installation may be scheduled on a case-by-case basis. This service should be scheduled a minimum of one (1) week in advance.

Quintum Technologies will provide the following services:

- ◆ A dedicated Customer Service Technician via phone for a pre-installation conference call, and for the length of the installation activity.
- ◆ Remote configuration based on the customer/application needs.
- ◆ Remote testing of Quintum units.

Customer must provide / perform the following:

- ◆ Contact Quintum Technical Assistance Center (QTAC) 1 week prior to installation (when possible) to schedule the date and time for remote service.
- ◆ Provide access to the equipment via either public Internet or analog dial access (special cases only) to the Quintum equipment for Quintum Engineer.
- ◆ Provide QTAC with a diagram and site survey explaining the application to be used.
- ◆ Physical installation of equipment including, but not limited to;
 - ▶ Unpacking and mounting equipment in an equipment rack or other suitable location.
 - ▶ Power connection.
 - ▶ Application cabling such as IP network connection, PBX & PSTN connections, etc.
- ◆ Initial configuration including, but not limited to;
 - ▶ Configuring IP address, subnet mask and default gateway address.

Service Fees:

A Quintum Technologies Service quotation will be generated by a Quintum Technologies representative or an authorized channel partner.

Service Exclusions:

The following services are excluded from the Tenor Remote Installation Service:*

1. Coordination of services to outside vendors such as telecommunications companies and verification issues with Network Facility providers.
2. Determination of compatibility levels or interface issues with non-Quintum Technologies equipment.
3. Design, preparation and maintenance of infrastructure wiring.
4. Moves, changes, deletions and upgrades of Quintum Technologies equipment.